

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant:	Robert F. Sheppard	Examiner:	Neil R. Kardos
Serial No.:	10/763,072	Group Art Unit:	3623
Filed:	January 21, 2004	Docket No.:	200901410-1
Title:	MANAGING INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE OF AN ENTERPRISE USING A CENTRALIZED LOGISTICS AND MANAGEMENT (CLAM) TOOL		

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**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This Amendment and Response is in reply to the Non-Final Office Action mailed August 18, 2010. Please amend the above-identified patent application as follows: